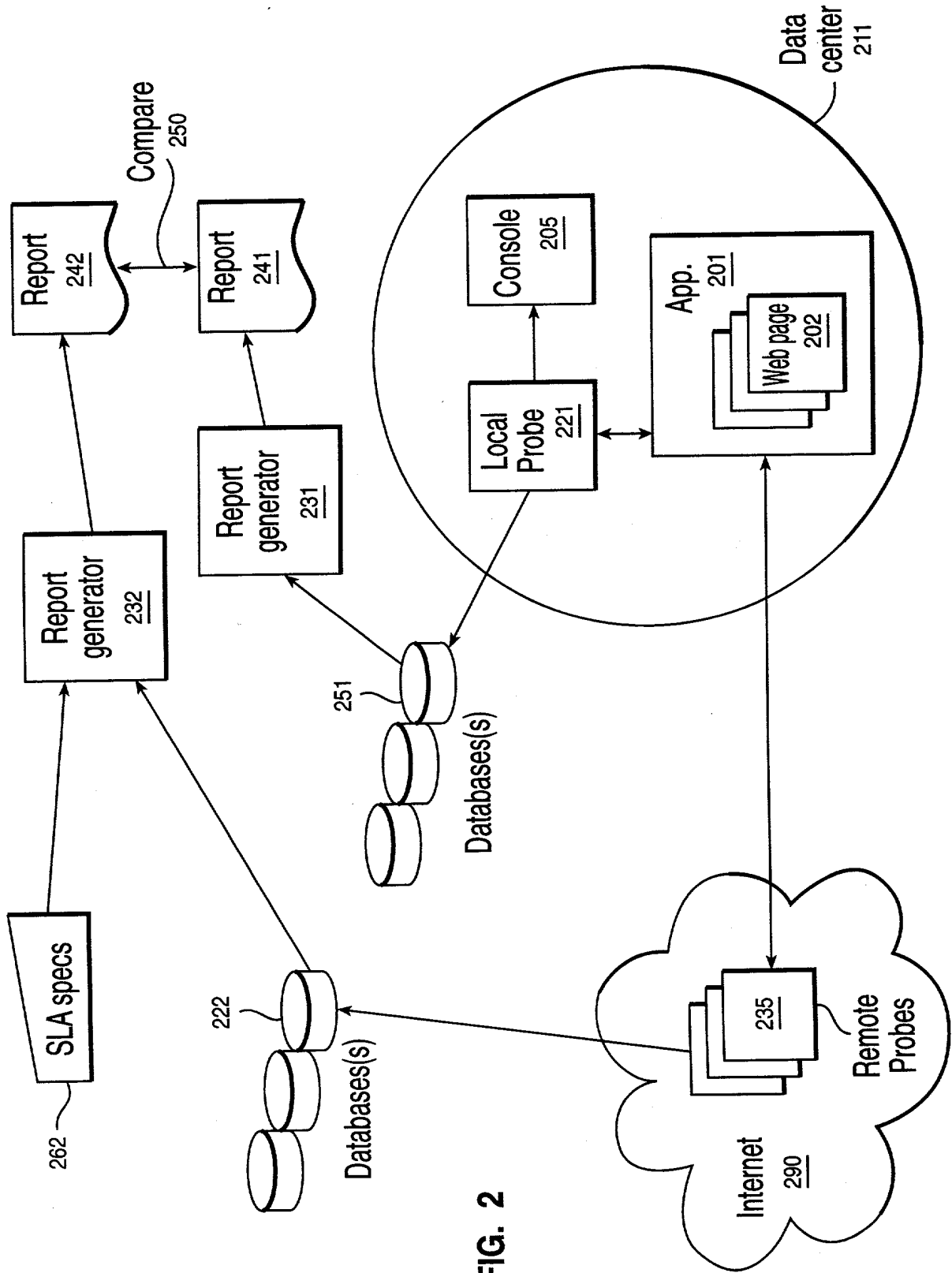


FIG. 1

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301	302	303	304	305	306	A
321	Time	Probe	Open URL	Select Logon	Logon	Warranty and Service Info1
322	Threshold (seconds)		7	6	11	7.2
323	23:58:17	Washington, DC Exodus	4.906	1.953	29.609	0.281
	23:57:29	Boston, MA Exodus	5.109	1.375	21.515	0.265
	23:52:34	Frankfurt, DE UUNET	5.938	2.243	23.904	0.33
	23:52:19	Dallas, TX Qwest	82.078	2.484	26.015	0.296
	23:51:44	Madrid, Spain UUNET	5.687	2.593	27.781	0.375
	23:51:05	Boston, MA UUNET	5.39	2.093	22.453	0.281
	23:49:54	Washington, DC AT&T	5.062	2.187	22.625	0.281
	23:49:45	Boston, MA Qwest	12.109	2.281	24.796	0.296
	23:45:17	Chicago, IL UUNET	5.875	2.187	22.265	0.312
	23:45:09	Frankfurt, DE GTS	6.406	2.625	35.484	0.39
	23:41:24	Chicago, IL Exodus	7.125	2.14	23.296	0.281
	23:39:59	London, UK Exodus	5.515	2.375	24.125	0.328
	333					A

FIG. 3A

A

307	308	309	310	311	312	313
Entitlement lookup	Search Warranty	Warranty and Service Info2	Service Support Guide	Support Home Page	Total	Availability
7.2	18	7.2	7.2	7.2		
2.265	11.312	0.437	0.781	23.171	74.715	
2.078	11.796	0.687	0.781	16.968	61.074	
2.113	12.708	0.901	0.841	18.827	67.805	
2.312	11.656	1.031	0.921	20.171	146.964	
2.484	11.734	1	0.89	25.234	77.778	
1.984	13.156	0.671	0.906	17.25	64.184	
2.265	12.265	0.609	0.796	17.421	63.511	
2.156	12.312	0.796	0.312	23.125	78.683	
2.015	13.703	0.843	0.828	18.125	66.153	
2.468	12.14	1.125	0.89	25.687	87.215	
2.203	12.453	0.796	0.812	18.515	67.621	
2.125	12.125	1	0.843	18.359	66.795	

A

FIG. 3B

Time (GMT)	Probe	Open URL	Select Logon	Logon	Warranty and Service Info
Threshold (seconds)		7	6	11	7.2
23:58:02	Raleigh	2.19	1.37	2.84	0.36
23:38:00	Raleigh	2.97	1.26	4.47	0.35
23:18:03	Raleigh	2.81	1.25	4.33	0.35
22:58:10	Raleigh	2.26	1.36	7.91	0.36
22:38:07	Raleigh	3.43	1.32	3.61	0.35
22:15:31	Raleigh	2.60	1.37	8.19	0.35
21:53:53	Raleigh	2.80	1.25	5.07	0.36
21:33:53	Raleigh	2.29	1.25	6.31	0.35
21:13:57	Raleigh	2.67	1.36	3.52	0.35
20:54:01	Raleigh	6.22	1.26	3.38	0.37

FIG. 4A

A

407 Entitlement lookup	408 Search Warranty	409 Warranty and Service Info	410 Service Support Guide	411 Support Home Page	412 Total	413 Availability to Query
7.2	18	7.2	7.2	7.2		
0.29	14.51	0.30	0.50	0.57	22.93	
0.48	12.49	0.30	0.50	0.57	23.39	
1.98	12.30	0.30	0.29	0.58	24.19	
2.16	12.29	0.30	0.29	0.60	27.53	
1.95	11.52	0.30	0.29	0.57	23.34	
1.79	12.70	0.30	0.50	0.58	28.38	
0.47	14.32	0.30	0.49	0.57	25.63	
0.49	11.90	0.30	0.29	0.57	23.75	
0.47	13.92	0.30	0.30	0.57	23.46	
1.59	12.73	0.30	0.31	0.58	26.74	

A

FIG. 4B

06:03:09	Boulder	0.83	4.27	1.40	2.99	1.05	0.67
05:43:09	Boulder	0.77	4.46	1.41	3.09	1.07	0.66
05:23:09	Boulder	0.77	4.44	1.19	3.09	1.04	0.67
05:03:09	Boulder	0.78	4.45	1.03	2.99	1.26	0.70
04:43:09	Boulder	0.71	4.67	1.36	3.04	1.24	0.67
04:23:10	Boulder	1.94					Application
03:58:44	Boulder	0.78					Application
03:38:44	Boulder	0.91					Application
03:18:44	Boulder	0.84					Application
02:58:44	Boulder	0.71					Application
02:38:44	Boulder	0.83	4.69	1.16	3.10	1.23	0.67
02:18:44	Boulder	0.83	4.27	1.52	3.09	1.06	0.70

FIG. 5A

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0.74	3.04	1.14	1.49	4.00	3.06	24.68	
0.76	3.03	1.00	1.29	3.98	3.07	24.59	
0.73	3.04	1.13	1.34	4.00	2.96	24.40	
0.76	3.03	1.14	1.15	4.19	3.06	24.54	
1.43	3.03	1.31	1.30	4.17	3.06	25.99	
Error Logon failed							
Error Logon failed							
Error Logon failed							
Error Logon failed							
Error Logon failed							
1.04	3.04	0.99	1.16	4.19	2.97	25.07	
1.08	3.03	1.29	1.31	4.18	2.96	25.32	

FIG. 5B